

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 6 - Self Help for the Elderly

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

Type of Activity	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Interactive Presentations to Public in Person					
Total Number of Events	11	29	14	11	65
Estimated Number of Attendees	530	956	1,007	1,023	3,516
Estimated Number of Persons Provided Enrollment Assistance	0	0	8	0	8
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	9	6	2	19	36
Estimated Number of Attendees	1,694	589	147	9,589	12,019
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	1	8	1	10
Estimated Number of Attendees	0	18	41	27	86
Estimated Number of Persons Received Any Enrollment Assistance	0	12	28	0	40
Enrollment Assistance with Medicare Programs(s)	0	12	4	0	16
Enrollment Assistance with Part D	0	0	2	0	2
Enrollment Assistance with LIS	0	0	2	0	2
Enrollment Assistance MSP	0	0	18	0	18
Enrollment Assistance with Other Medicare Program	0	0	2	0	2
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	1	0	1
Estimated Number of Attendees	0	0	20	0	20
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	2	0	0	2
Estimated Number of Persons Reached	0	2,000	0	0	2,000

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	Q1	Q2	Q3	Q4	
Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	1	0	0	1
Estimated Number of Targeted Persons Reached	0	1,000	0	0	1,000
Presenters					
HICAP Paid Staff					
Total Presenters	0	6	24	29	59
Total Hours for Length of Activities	0.00	23.00	281.00	298.00	602.00
HICAP In-Kind Paid Staff					
Total Presenters	0	0	2	3	5
Total Hours for Length of Activities	0.00	0.00	5.00	24.00	29.00
HICAP Volunteer Staff					
Total Presenters	0	0	8	5	13
Total Hours for Length of Activities	0.00	0.00	55.00	23.00	78.00
Other Presenters					
Total Presenters	0	1	6	15	22
Total Hours for Length of Activities	0.00	0.00	3.00	0.00	3.00
Area of Focus					
	4		1		
Dual Eligible with Mental Illness	0	0	5	5	10
Employer Termination - COBRA	0	0	0	1	1
General HICAP Information	20	39	24	31	114
Grievances / Appeals - Plan Issues	0	0	0	1	1
Long-Term Care / Insurance	2	4	1	10	17
Low Income Subsidy (LIS) / Application Assistance	16	36	18	23	93
Medicare (Parts A & B)	16	36	21	22	95
Medicare Advantage (Part C)	14	37	18	22	91
Medicare Fraud / Abuse	17	35	18	25	95
Medicare Prescription Drug Coverage (Part D)	16	33	21	23	93
Medigap / Medicare Supplements	9	14	6	6	35
Non-Medicare Fraud/Abuse	1	0	1	0	2
Other Topics / Issues (Health Specific)	7	4	2	0	13

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	2	0	2
Preventive Care Benefits	13	31	16	26	86
QMB/SLMB/QI	8	30	20	21	79
Volunteer Recruitment	0	0	0	2	2
Targeted Audience					
African American	17	11	7	13	48
American Indian or Naitave Alaskan	2	0	0	0	2
Asian Indian	0	0	0	0	0
Caucasian	15	19	7	19	60
Chinese	0	0	14	15	29
Disabled	15	29	12	20	76
Dual Eligible Groups	0	1	13	14	28
Employer Related Groups	14	5	2	1	22
Family Member/Caregiver of Beneficiary	18	30	8	20	76
Filipino	0	0	8	9	17
Guamanian or Chamorro	0	0	1	1	2
Hispanic / Latino	14	19	11	14	58
Hmong	0	0	0	0	0
Japanese	0	0	2	3	5
Korean	0	0	2	5	7
Low Income	17	31	18	21	87
Medicare Beneficiaries	15	20	17	23	75
Medicare Pre-Enrollees	0	0	8	15	23
Mental Health	12	8	4	11	35
Mental Health Professionals	0	0	4	0	4
Native Hawaiian	0	0	1	1	2
Other	0	0	0	0	0
Other Asian	17	23	3	0	43
Other Pacific Islander	5	1	0	0	6
Partnership Outreach	0	3	6	2	11
Presentations to Groups in Language Other than English	13	23	4	2	42
Rural	0	0	0	0	0
Samoan	0	0	2	0	2
Socail Work Professionals	0	0	5	7	12
Some Other Race or Ethnicity	0	0	1	2	3
Vietnamese	0	0	2	2	4

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	215	0	0	0	215
Literature from Events					
General HICAP Brochure	1,161	1,631	1,219	10,251	14,262
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	2,157	3,471	2,167	3,569	11,364
Other Literature					
Other Literature	550	600	0	0	1,150
Brochures from Quick Call	53	216	105	79	453

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	876	1,401	1,065	882	4,224
Total Finalized Intakes	224	524	409	297	1,454
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	130	238	195	99	662
Aging into Medicare Postacd - CDA HICAP	0	0	9	8	17
CDA HICAP	6	8	12	6	32
CHA	1	1	0	1	3
CMS/Medicare	17	29	17	21	84
Friend/Relative	42	147	93	73	355
InfoVan	1	2	1	1	5
Internet	1	5	1	12	19
Mailings	0	0	5	8	13
Media	5	10	10	12	37
Other	19	71	38	38	166
Presentations	1	5	19	5	30
Previous Contacts	0	0	9	11	20
State Website	0	0	0	1	1
Missing/Not Collected	1	8	0	1	10
Mode of Client Contact					
Quick Call Contacts	1,505	2,082	1,563	1,431	6,581
Contacts by Telephone	227	365	266	185	1,043
Contacts In Person at home	4	11	6	3	24
Contacts In Person at site	237	385	436	333	1,391
Contacts by E-Mail	232	701	157	69	1,159
Contacts by Mail/Fax	0	1	50	28	79
Total Number of Client Contacts:	2,205	3,545	2,478	2,049	10,277
Contact Status Types					
General info	0	3	237	212	452
Detailed Assistance	0	8	557	418	983
Problem Solving/Resolution	0	4	243	151	398
Total Counseling Time Spent by Counselor Type					
Program Manager	15.40	29.55	16.20	25.25	86.40
Volunteer	263.47	269.07	214.55	322.38	1,069.47
Paid	174.43	379.50	308.50	198.15	1,060.58
In-Kind	0.00	0.00	11.00	0.00	11.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	15	43	29	15	102
Race					
African American/Black	21	27	27	27	102

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	0	2	4	6
Caucasian/White	80	200	131	121	532
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	1	0	0	1	2
Asian Indian	0	0	1	1	2
Chinese	74	172	143	86	475
Filipino	15	33	31	22	101
Japanese	3	4	6	3	16
Hmong	0	0	0	0	0
Korean	0	11	20	4	35
Vietnamese	0	6	1	2	9
Other Pacific Islander	2	1	1	0	4
Other Asian	2	9	4	3	18
Two or More Race	1	4	3	4	12
Some Other race	17	50	35	15	117
Not Collected	8	7	4	4	23
Gender					
Female	114	311	235	161	821
Male	109	210	168	136	623
Not Collected	1	3	6	0	10
Monthly Income					
Less than 150% of FPL	118	329	277	163	887
Equal To/Greater than 150% of FPL	104	190	125	130	549
Not collected	2	5	7	4	18
Client Asset Limits					
Below LIS Asset limit	0	2	119	101	222
At or Above LIS Asset Limit	0	0	24	59	83
Not Collected	224	522	266	137	1,149

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Total Clients that Checked Yes as Being					
Veteran	13	15	13	13	54
Limited English Proficient (LEP)	103	257	208	123	691
Dual Eligible	112	325	265	164	866
Medicare Status Due to Disability	54	122	100	92	368
Dual Eligible due to Mental Disability	0	2	22	12	36
Applying/Receiving Social Security/Medicare Disability	0	4	99	98	201
Age					
Under 60	39	88	63	59	249
60-64	10	31	31	42	114
65-74	113	186	152	112	563
75-84	44	131	106	51	332
85+	10	67	34	15	126
Not Collected	8	21	23	18	70
Marital Status					
Married	94	188	130	88	500
Never Married	57	166	114	94	431
Separated	4	12	11	10	37
Divorced	25	44	64	47	180
Widowed	30	107	83	46	266
Domestic Partner	5	1	2	3	11
Not Collected	9	6	5	9	29
Estimated Financial Saving					
Clients with Financial Savings	90	296	188	273	847
Estimated Dollars Saved	\$324,117.64	\$322,179.60	\$351,634.88	\$343,097.13	\$1,341,029.25

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	150	215	295	282	942
Benefit Comparisons/Explanation/Coverge Changes	125	185	251	240	801
Appeals/Grievances	3	7	1	5	16
Billings/Claims	17	11	19	18	65
Fraud/Abuse	1	0	9	4	14
Quality of Care	0	0	0	7	7
LTC/LTCI					
Enrollment/Eligibility Assistance	4	5	7	6	22
Billings/Claims	1	0	0	1	2
LTC Partnership	0	0	0	0	0
Appeal/Greivances	0	0	1	2	3
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	57	84	86	121	348
Benefit Explanation	51	81	81	118	331
Appeals/Grievances	0	1	1	2	4
Billings/Claims	5	2	4	3	14
Fraud/Abuse	0	0	1	1	2
Disenrollment/Coverage Changes	5	7	3	3	18
Quality of Care	0	0	0	0	0
Plan Comparison	0	1	65	77	143
Marketing/Sales Complaints/Issues	0	0	0	1	1
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	83	165	152	179	579
Benefit Explanation	75	153	147	177	552
Appeals/Grievances	4	3	7	5	19
Billings/Claims	11	9	10	10	40
Fraud/Abuse	0	5	5	4	14
Coverage Changes/Disenrollment	10	29	16	15	70
Plan Non Renewal	0	2	3	0	5
Plan Comparison	0	2	101	123	226
Enrollment/Enrollment Asistance	0	0	17	30	47
Quality of Care	0	0	5	9	14
Marketing/Sales Complaints or Issues	0	0	2	2	4
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	4	28	100	67	199
Medi-Cal Application Assistance	0	1	39	43	83

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	37	62	218	189	506
MSP Application Assistance	0	0	65	17	82
Medi-Cal/QMB Claims	0	0	7	4	11
Fraud/Abuse	2	2	2	2	8
Other	126	211	89	56	482
Other					
Employer/Federal Health Benefits (FEHB)	22	27	23	29	101
Military Benefits	5	6	7	5	23
COBRA	11	13	8	8	40
Mental Health Topics	7	34	15	9	65
Fraud/Abuse	0	4	180	199	383
Other Health Insurance	0	0	14	10	24
Other	10	27	171	192	400
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	4	322	258	584
Eligibility/Screening	176	476	318	258	1,228
Plan Comparison	143	449	257	200	1,049
Enrollment/Anrollment Assistance	110	408	238	191	947
Billings/Claims	7	10	11	5	33
Coverage Changes	12	53	44	16	125
Re-enrollment	2	3	11	11	27
Disenrollment	0	0	14	18	32
TROOP	4	6	5	3	18
Other	15	22	9	4	50
LIS / Extra Help					
Eligibility / Screening	65	128	224	219	636
Benefit Explanation	0	3	154	152	309
Application Assistance	13	18	37	29	97
Claims/Billings	0	0	4	5	9
Appeals / Grievances	1	2	1	2	6
Other Prescription Drug CoveragePlans					
Union/employer	6	10	12	8	36
PPARx	2	2	3	5	12
Military Drug Benefit	0	0	4	1	5
Manufacturer Program	1	2	0	1	4
Other	9	18	10	10	47
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	19	17	21	19	76
Lag Time	1	1	3	3	8
Multiple Enrollment	1	2	1	2	6
Poor Training of Agents	0	1	0	0	1
Poor Training of CSR	0	0	0	1	1

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	1	1	0	0	2
Marketing Fraud/Abuse	1	1	1	0	3
Agent fraud/abuse	0	1	0	0	1
Formulary problems/changes	13	17	44	27	101
Dosage problem	1	1	1	1	4
Data problems	3	1	3	0	7
Delay in medications	1	0	8	3	12
Incorrect Co-Pay/Can't Afford Co-Pay	3	3	3	4	13
Client reached donut hole	4	4	2	2	12
SSA Premium withheld	2	0	2	0	4
Appeals/Grievances	0	0	4	1	5
Quality of Care	0	0	4	4	8
Plan Non Renewal	0	0	6	0	6
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	2	4	1	7
SMP:	0	1	0	2	3
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	2	0	2
Other:	8	9	11	23	51
TOTAL MEDICARE PART D COMPLAINTS	8	12	17	26	63

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	1	1
QIO:	0	0	0	0	0
SMP:	0	1	1	5	7
Other:	1	0	1	0	2
TOTAL ALL OTHER COMPLAINTS	1	1	2	6	10

800 Medicare Line Issues

Total number of Calls with Issues	21	37	17	15	90
Total duration of calls	12.28	19.00	10.58	6.09	47.95